

STATE OF CALIFORNIA DEPARTMENT OF MOTOR VEHICLES



PROMOTIONAL EXAMINATION FOR  
OFFICE SERVICES MANAGER I  
MONTHLY SALARY RANGE \$3975 - \$4831

0MV21

FILING  
INSTRUCTIONS

**October 25, 2010, is the final filing date.** Standard State Applications (STD. 678) must be submitted **by 5:00 p.m. on the final filing date** via one of the following three options: the U.S. Postal Service; or hand delivered to the Department of Motor Vehicles and placed in the Examination Drop Box; or on-line at [www.jobs.ca.gov](http://www.jobs.ca.gov). Applications **will not** be accepted via email and/or fax.

INTERVIEW DATES

**It is anticipated that mandatory interviews will be held in December 2010/January 2011.**

WHO SHOULD APPLY

Applicants must have a permanent civil service appointment with the California Department of Motor Vehicles by the above listed final filing date in order to take this examination or qualify as a Veteran under Government Code §18991. Under certain circumstances, former Department of Motor Vehicles' employees may be allowed to compete. (See General Information on reverse side.) **Persons applying using Veterans' experience must submit a copy of their DD 214 with their Standard State Application (STD. 678).**

HOW TO APPLY

**Submit Examination Application (STD. 678) which may be downloaded from the State Personnel Board's website at [www.jobs.ca.gov](http://www.jobs.ca.gov).**

Applications must be marked **"Office Services Manager I"** and submitted using one of the three options below:

**By mail to:**  
Department of Motor Vehicles  
Selection and Certification Unit  
**Office Services Manager I**  
P.O. Box 932315  
Sacramento, CA 94232-3150

**OR**

**In person to:**  
Department of Motor Vehicles  
Human Resources Branch  
2570 - 24th Street  
1st Floor Lobby - **Examination Drop Box**  
Sacramento, CA 95818

**OR** On-line at: [www.jobs.ca.gov](http://www.jobs.ca.gov)

**All applications/resumes must include "to" and "from" employment dates (month/day/year), time base, and official classification titles. Applications/resumes received without this information will be rejected.**

SPECIAL TESTING  
ARRANGEMENTS

If you have a disability and need special testing arrangements, please mark the appropriate box on the Standard State Application (STD. 678). You will be contacted about specific testing arrangements.

REQUIREMENTS FOR  
ADMITTANCE TO THE  
EXAMINATION

**NOTE: All applicants must meet the education and/or experience requirements for this examination by the *final file date*.**

**Either I**

One year of experience in the California state service performing the duties of a class with a level of responsibility not less than Office Services Supervisor III (formerly Supervising Clerk II).

**Or II**

Three years of experience supervising a clerical section normally involving at least 15 employees. This experience must have included responsibility for planning, organizing, and coordinating the work; establishing, procedures; selecting, training, and evaluating personnel and employee relations. [Experience in the California state service applied toward this requirement must have been performing the duties of a class with a level of responsibility not less than Office Services Supervisor II (formerly Supervising Clerk I).]

ADDITIONAL  
DESIRABLE  
QUALIFICATION

Education equivalent to completion of the twelfth grade.

SPECIAL PERSONAL  
CHARACTERISTIC

Demonstrated supervisory ability.

DEFINITION

**"Performing duties of a class..."** To meet this requirement, the applicant must have the amount of experience in State service in the class (or be on a Training and Development Assignment or TAU to the class) specified.

**"Performing duties comparable in level of responsibility..."** To meet this requirement, the applicant must have State service experience of appropriate type and length in a class at substantially the same (or a higher) level of responsibility as the class specified.

POSITION  
DESCRIPTION

Under direction, through subordinate supervisors, to be responsible for the overall planning, directing, and coordination of varied and extensive clerical activities involving direction of as few as approximately 30 employees where the work performed is varied and complex or direction of approximately 150 employees in several subunits where the duties are comparatively routine; and to do other related work.

POSITION AND  
EXAMINATION  
LOCATION

**Positions exist in Sacramento county only.  
Interviews will be conducted in Sacramento County only.**

EXAMINATION  
INFORMATION

This examination will consist of a Qualifications Appraisal Interview, weighted 100%. Candidates must achieve a minimum passing score of 70% in order to be placed on the eligible list.

**See reverse side for additional information.**

IT IS AN OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG-FREE STATE WORK PLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAW OF THE STATE, THE RULES GOVERNING CIVIL SERVICE AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANTS.

SCOPE OF EXAMINATION

QUALIFICATIONS INTERVIEW - WEIGHTED 100.00%

KNOWLEDGE AND ABILITIES

The Qualifications Appraisal panel will assess each competitor’s knowledge and abilities in some or all of the areas listed below:

- A. Knowledge of:
1. Office organization and management principles and methods including office layout and organization, and modern methods of performing various kinds of clerical work measuring work and production.

2. Office materials, supplies, and modern equipment and ability to use them effectively.

3. Principles of personnel management and effective supervision.

4. The Department’s Equal Employment Opportunity Objectives.

5. A manager’s role in the Equal Employment Opportunity Program and the processes available to meet the Equal Opportunity objectives.
- B. Ability to:
1. Read and write English at a level required for successful job performance.

2. Apply office organization and management principles and methods including office layout and organization, and modern methods of performing various kinds of clerical work and of measuring work production.

3. Plan, organize, direct, and review of the work of a large clerical staff.

4. Learn rapidly specific laws, rules and office policies and procedures and use good judgment in applying them in a variety of cases.

5. Design and standardize effective and economical office forms.

6. Prepare reports and dictate correspondence independently.

7. Analyze situations accurately and take effective action.

8. Secure and maintain cooperative relationships with all persons contacted in the work.

9. Effectively contribute to the Department’s Equal Employment Opportunity objectives.

ELIGIBLE LIST INFORMATION

A departmental promotional eligible list will be established for the Department of Motor Vehicles. The list will be abolished 12 months after it is established unless the needs of the service and/or conditions of the list warrant a change in this period.

VETERANS PREFERENCE

Veterans’ Preference credits **will not** be granted in the examination as it does not meet the requirements to qualify for Veterans’ Preference credit.

CAREER CREDITS

Career Credits **will not** be added to the final score of this examination.

GENERAL INFORMATION

**For an examination with a written feature**, it is the candidate’s responsibility to contact the Department of Motor Vehicles, Selection and Certification Unit at (916) 657-7553, three days prior to the written test date if he/she has not received his/her notice.

**For an examination without a written feature**, it is the candidate’s responsibility to contact the Department of Motor Vehicles, Selection and Certification Unit at (916) 657-7553, three weeks after the final filing date if he/she has not received his/her notice.

**If a candidate's notice of oral interview** or Performance Test fails to reach him/her three days prior to their scheduled appointment due to a verified postal error, he/she will be rescheduled upon written request.

**Examination Locations:** When a written test is part of the examination, it will be given in such places in California as the number of candidates and conditions warrant. However, locations of interviews or performance evaluations may be limited or extended as conditions warrant.

**Applications are available** at [www.jobs.ca.gov](http://www.jobs.ca.gov), State Personnel Board offices, local offices of the Employment Development Department and the testing department on this job bulletin.

**If you meet the requirements** stated on this bulletin, you may take this examination, which is competitive. Possession of the entrance requirements does not assure a place on the eligible list. Your performance in the examination will be compared with the performance of others who take this test, and all candidates who pass will be ranked according to their scores.

**The Department of Motor Vehicles** reserves the right to revise the examination plan to better meet the needs of the service, if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules and all competitors will be notified.

**General Qualifications:** Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history, and fingerprinting may be required.

**Criminal Record Clearance Information:** Some positions, within various divisions of the Department of Motor Vehicles, are subject to fingerprinting and criminal records check requirements. The Department of Justice and Federal Bureau of Investigations will complete this check. Applicants will be notified during the hiring process if the position is affected by the criminal records clearance procedure. Criminal record clearance is a condition of employment in positions affected by this procedure.

**If Promotional Examination Only:** An employee who has moved from one agency to another agency without a break in service may participate in the promotional examination for the agency from which that employee moved while employed under probationary status, limited-term appointment, or temporary authorization (TAU). If a promotional examination is being held for an agency to establish an employment list for an administrative, professional or technical class, an employee of another agency who is otherwise eligible may participate, if that employee had promotional eligibility in the designated agency at any time within three years of the date of the examination and has had no subsequent break in state service by resignation, non disability retirement or removal for cause.

**If High School Equivalence is required:** Equivalence to completion of the 12th grade may be demonstrated in any one of the following ways: 1) passing the General Education Development (GED) Test; 2) completion of 12 semester units of college-level work; 3) certification from State Department of Education, a local school board, or high school authorities that the candidate is considered to have education equivalent to graduation from high school; or 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis.

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California Relay Telephone Service for the deaf or hearing impaired  
From TDD Phones: 1-800-735-2929 from Voice Phones: 1-800-735-2922  
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